

## CARES Worker Web Major Changes for Release 1.4

### Develop a web version of the existing AQ Query screens in CARES (Call 12134)

The following existing query screens in CARES (screens starting with the letters AQ) will be implemented as new pages in the in CARES Worker Web (CWW).

Mainframe screens	CWW pages
Query Case Summary (AQCS)	Confirmed Assistance Group Summary page (combined version AQCS+AQAS)
Assistance Group Summary (AQAS)	
Case Member History (AQCM)	Case Member History page
Assistance Group Eligibility History (AQAE)	Confirmed Assistance Group Eligibility History page
Assistance Group Member History (AQAM)	Confirmed Assistance Group Member History page
Individual Eligibility History (AQIE)	Individual Eligibility History page
Individual Participation History (AQIP)	Individual Participation History page

The Reason Code Description Maintenance screen (CURD) will also be implemented as the Reason Code Search page in CWW. It will be displayed as a popup page from the required query pages and also be available under Worker Tools. Also, the Individual Summary page will be modified to add links that will allow the user to navigate directly to the Individual Eligibility History and Individual Eligibility Participation pages.

### Develop a web version of the Asset Assessment (AAAA) screen (Call 12135)

The Asset Assessment (AA) page will be a new page where the AA logic will be performed. This will require changes to the Driver, Navigation Menu and the following pages in CWW:

- o CR Additional Data page
- o CR Complete Request page
- o RFA Summary page
- o Individual/Case Clearance Results page
- o Case Summary page

The requirements and design for these changes have not been finalized yet.

### Develop a page in CWW to display the Child Support Income Details (Call 12136):

The Child Support Income page will be implemented only on the CARES Worker Web. The Unearned Income Summary page will be enhanced to include to summary section displaying the Individual, Last Payment Date and a magnifying glass that will navigate the user to the Child Support Income Details page.

The Child Support Income Details page will be a read only page and display the payment data for the last four weeks in one section and the last three months in another section. This data will be read from a flat file from the data exchange service (KIDS). The totals and averages for these sections will be calculated on load of the page and displayed. The page will also display Individual and Absent Parent data, and allow the user to navigate between individuals in the case receiving payments and view historical data using a record navigator.

### Case Transfer

We will be developing web versions of the following Mainframe screens:

- o Senior Care Office Transfer (ACSC)
- o Caseload Assignment (CMCA)
- o County Transfer (ACCT)

**Calculate button on the Employment page (PCR 23490)**

A new button will be added to the Employment page, which upon clicking will calculate the total amounts and remain on the Employment page. If the user now clicks next button or another button that will perform a save, the system will not display the information message that indicates that totals have been calculated. If the user does not make changes, does not click calculate and clicks next or another button, then the system will display the informational message as is it does currently.

**Person add-possible enhancement to schedule summary (PCR 23793)**

During a person add, users must still visit all financial pages. For example, if the user comes to the Employment gatepost during a person add, the Employment gatepost question may already be Y and protected. Since we do not know if the new person also has employment, we just automatically bring up the detailed Employment page and the user must go through all existing Employment sequences. The following approach will be used in a person-add scenario to prevent the user from having to visit all the detail pages:

When adding a brand new person to the case, all questions on the gatepost pages that were previously selected as 'Y' and currently show up as protected will now display a dropdown with two options (Yes and Add New). If the user selects Add New then the relevant blank pages will be scheduled and the user will not need to go through the existing detail page records.

When adding an existing CARES individual to the case the gatepost page will be in visit again status and the currently displayed dropdown (Yes, No, etc.) will be displayed and all the detail pages will be scheduled. Also, no changes will be made to the gatepost scheduling logic in Review status.

**Streamline process for deleting existing individual (PCR 23681)**

Currently, if a user wants to delete household members from a case in an intake scenario, the user is unable to delete the individuals right away. The user needs to update unnecessary pages such as the Household Relationships for those same individuals before they can be deleted. The following approach was decided to streamline the individual delete process:

In any driver mode, if a delete reason is entered for an individual on the Household Members page and the individual does not have any open eligible AG, the living arrangement will be automatically updated to 15 in the background and the individual will be deleted from the case.

In any driver mode, if a delete reason is entered for an individual on the Household Members page and the individual is not excluded from all AGs, the following steps will be implemented:

- An informational message will be displayed saying that the individual is not excluded from all AGs and confirm that the worker wants to delete the individual and if so, he/she must run eligibility.
- If the worker clicks Next again, the living arrangement for the individuals selected to be deleted on the Household Members page will be automatically updated to 15. Also, the Case number and the PINs for the individuals selected to be deleted will be stored in a new CARES table. The Eligibility Access page and SFED will also be scheduled in the driver. All these changes will happen in the background and will be transparent to the user.
- The Individual dropdown will not show the individuals whose PINs were stored in the table for all the CWW pages. Thus the worker will not have to visit the detail records

for these individuals. The records for these individuals will also not be displayed on the summary pages.

- o If any AGs are confirmed in AGECEC and if a record is found for any of the PINs for the case stored in the table, the corresponding individual will be deleted from the case and the record will be deleted from the table.

#### **Display history for the TFS question on the FoodShare Request page (PCR 20814)**

The FoodShare Request page currently does not show history for this question, since the TFS question is stored in a separate table with its own history. However, the data is being saved to the database correctly. A link to a pop-up page will be added next the TFS question on the FoodShare request page. This pop-up page will display the historical data for the TFS question.

#### **Text changes on Absent Parent page to make it less confusing (PCR 23677)**

Text changes to the header sections of the page and the terminology used to display the Absent Parent's required to be entered on the page will be changed. A mockup of the changes was presented to the group on 06/29 and was well received by the group.

#### **Navigation menu text change for Mainframe Access (PCR 23215)**

The link in the navigation menu will be changed from 'Mainframe Access' to 'CARES Mainframe Access'.

#### **Add New Individual from Case Summary should bring blank page (PCR 23652)**

When the user selects "Add New Individual" from the Case Summary page, a blank page of Household Members page should be loaded. Currently, the Household Members page loads with data and the user needs to click Add New to go to a blank page.

#### **Show case on the RFA Summary page (PCR 23291)**

The RFA Summary page will display the Resulting Case when the RFA status is Individual Processed (I). However, if it is a status other than Individual Processed then the Resulting Case will be displayed as 'N/A'.

#### **Emphasize distinction between the Training and Production environments (PCR 23885)**

Some workers have gotten confused between the training and production environments, and have accidentally entered training cases in Production. This PCR is intended to make this distinction more obvious. One suggestion is to change the color of the training indicator.